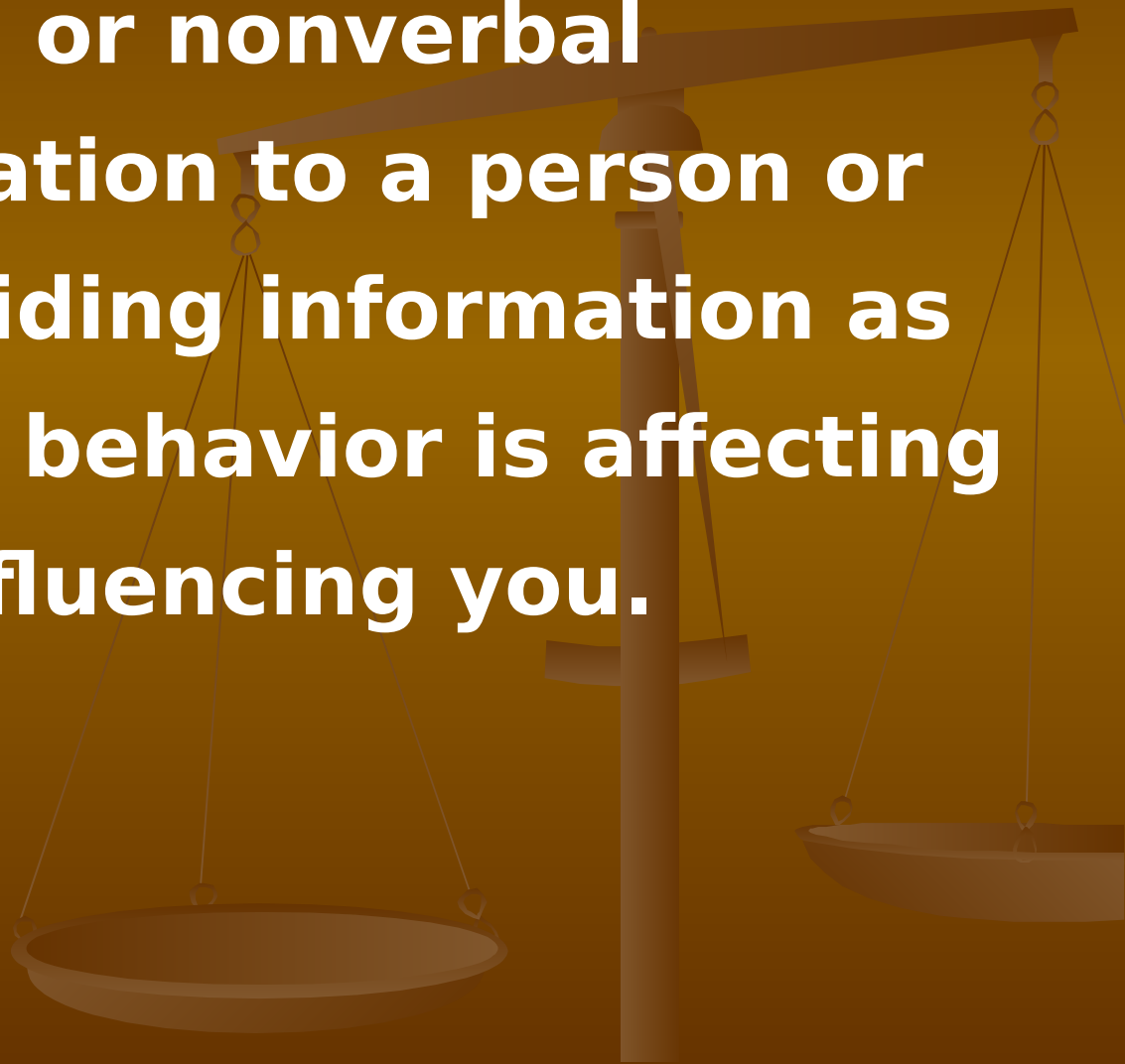
Effective and Active Listening

Definition

Verbal or nonverbal communication to a person or group providing information as to how their behavior is affecting or influencing you.



Overview

- Describe Effective/Active Listening
- Identify deterrents to effective listening
- Identify the elements of effective and active listening
- Identify methods of enhancing listening
- Identify the Methods used to test understanding of a message

Definition

- **Effective listening is listening to the words of the speaker and the *meaning* of the words.**

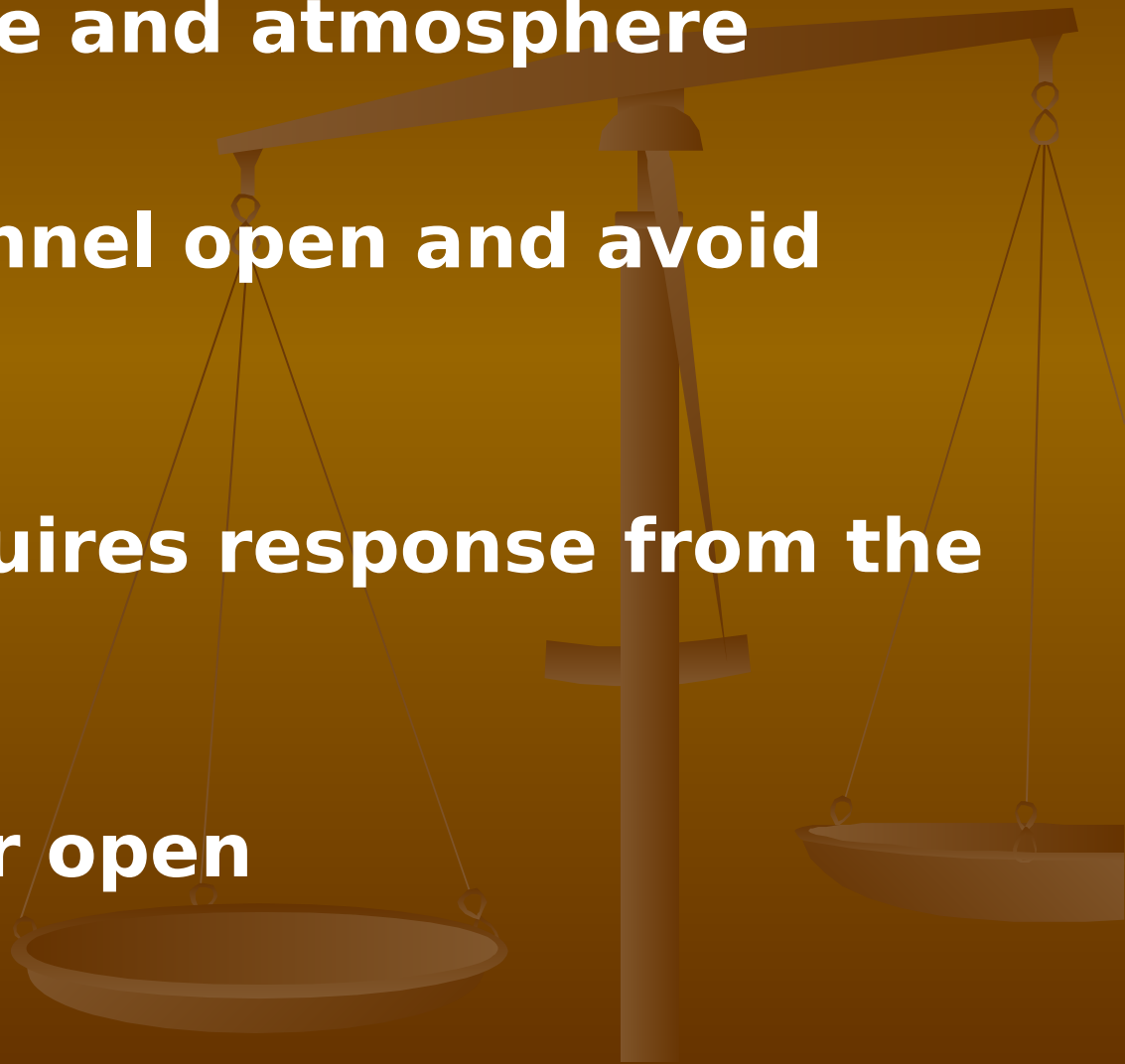
- **Active listening is a process in which the listener takes active responsibility to understand the content and *feeling of* what is being said and then checks with the speaker to see if he/she heard what the speaker intended to communicate.**

Elements of Effective and Active Listening

- Content
- Feelings
- Process
- Clarification

Active Listening Skills

- Check attitude and atmosphere
- Keep the channel open and avoid short circuits
- Listening requires response from the listener
- Keep the door open



Methods to Test Understanding

- Parroting
- Paraphrasing
- Clarifying

Practical Exercise

The Cash Register

Summary

- Described of Effective/Active Listening
- Identified deterrents to effective listening
- Identified the elements of effective and active listening
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Questions